

# **EXHIBIT K**

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**From:** Juergen Rottler  
**Sent:** Friday, October 23, 2009 6:25 PM  
**To:** Gary N Miller  
**Cc:** Gary N Miller  
**Subject:** Re: Approval Requested: Adjustment to Siebel Support Renewal Inflationary Adjustment

Approved

Juergen

On Oct 23, 2009, at 5:33 PM, "Gary Miller" <gary.miller@oracle.com> wrote:

> Juergen,  
>  
> Given the increasing competitive pressure we recommend to stop the  
> special inflationary pricing for Siebel and standardize on the same  
> IAR as the rest of Oracle.  
>  
> You have seen the cancellation reports for Siebel and the exceptional  
> deals we have had to do for customers like NAB to keep them with  
> Oracle support.  
>  
> Please let us know if you would like to discuss further.  
>  
> Thanks,  
>  
> Gary  
>  
> From: Robbin Henslee [mailto:robbin.henslee@oracle.com]  
> Sent: Friday, October 23, 2009 3:44 PM  
> To: gary.miller@oracle.com  
> Subject: Approval Requested: Adjustment to Siebel Support Renewal  
Inflationary Adjustment  
>  
> Hi Gary,  
>  
> As you recall, at the time that Oracle acquired Siebel, we analyzed  
the average support fees that were being paid by the Siebel customer  
base. The average effective rate for the support fee for the Siebel  
Standard Support customers was 15.8% and 17.5% for the Siebel Gold  
Support customers. In order to move the Siebel customer base closer  
to the lowest band of Oracle Support fees, we put into place a policy  
specific to the Inflationary Adjustment Rate (IAR) for the Siebel  
customers. Instead of utilizing the Oracle IAR of 3%, we would  
utilize an IAR of 4% for the Siebel Gold customers and 5% for the  
Siebel Standard Support customers.  
>  
> According to the field, due to competitive pressures in the industry,  
specifically from the third party support provider, Rimini Street,  
when renewing the Siebel customers we have to had to effectively lower  
the IAR to 3%. We would like your and Juergen's approval to eliminate  
the special IAR rate for the Siebel customers and to utilize the  
standard Oracle IAR of 3% for Siebel renewals moving forward.  
>  
> Please let me know if you need any further information from me.  
> Please provide me with your approval.  
>  
> Regards,  
>

> Robbin  
>  
>  
> <oracle\_sig\_logo.gif>  
> Robbin Henslee | Senior Director, Support Strategy & Policies  
> Phone: 706-660-9494 | Fax: 706-660-9494 | Mobile: 706-464-1273 Oracle  
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> Country Hill | Columbus, GA 31906 <env-resp.gif> "Please consider your  
> environmental responsibility before printing this e-mail"  
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